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ABSTRACT

The Institute of Library Research (ILR) is a statewide organized research unit of the University of California (UC) whose activities during the period July 1973 through July 1974 have been directed toward the objectives of education, research, and public services. The research projects and services undertaken by the ILR staff are affiliated with and supportive of the academic programs of the university. Current university supported and extramural projects fall into the general areas of library automation, system-wide overlap and utilization of UC library collections, UC library networks, and library services to the disadvantaged. ILR's relationship to the academic program involves support both to instruction and to individual students. This support is expected to be continued. In addition, laboratory and instructional support to on-line computer-based bibliographic services are planned. The ILR staff has maintained a close awareness of the research work done in the UC and other libraries, and in other related research facilities. Discussions have been held with the objective of identifying topics for mutual project activities. (Author/PF)

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Institute of Library Research
University of California

Annual Report
July 1973 to June 1974

by

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ABSTRACT

The Institute of Library Research is a statewide organized research unit of the University of California whose activities have been directed toward the objectives of education, research, and public service. The research projects and services undertaken by the ILR staff are affiliated with and supportive of the academic programs of the University. This report summarizes the projects and activity of ILR for the period of July 1973 through June 1974.

SUMMARY

This report summarizes the projects and activity of the Institute of Library Research, a statewide organized research unit, for the period of July 1973 through June 1974. Specifically, it describes the Institute's goals, current programs, and future plans.

I. Goals

As stated in the Institute's Outline of Program Plan, the goals of the Institute are to "...conduct research into library and information problems, develop methods for the improvement of the UC and other library and information systems, and advance education for librarianship. ...In cooperation with the UC schools of librarianship, the Institute will provide opportunities for faculty and student research and for advanced or specialized post-graduate training for practicing librarians."

II. Current Programs

A. Current University supported and extramural projects fall into the general areas of library automation, system-wide overlap and utilization of UC library collections, UC library networks, and library services to the disadvantaged.

B. The Institute's projects are characterized by being University-wide in scope, and their results are generally of interest and transferrable to many other libraries throughout the country.

C. ILR maintains a close liaison with the research and development needs and activities of the University-wide Library Automation Program, resulting in mutual benefit from experiences, resources and facilities. Possibilities for ILR involvement with other UC research groups will continue to be explored.

D. ILR's relationship to the academic program involves support both to instruction and to students on an individual basis. This assistance includes classroom instruction, provision of special computer-related support, and various types of faculty support. Individual students have benefited from ILR's provision of professionally relevant part-time and summer employment; case study problems for class, individual study or doctoral dissertations; doctoral student counseling; computer-based literature search support.

III. Future plans

A. All of the kinds of academic support presently provided by ILR and listed above are expected to be continued. In addition, laboratory and instructional support to on-line computer-based bibliographic services are planned. This includes: terminal access to nationwide, regional and in-house information systems as well as on-line self-instruction systems in library automation; development of demonstrations and instructional exercises for research users and classroom

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support; provision of on-line data bases and services for research by faculty and advanced students.

B. The ILR staff tries to respond to public needs in choosing research projects. A good example of research directed to the public needs is our extensive study of problems in prison libraries.

C. ILR has made use of faculty reviews and outside consultants in an effort to maintain and improve the quality of our work.

D. It is expected that ILR will work on projects relating to the UC library system and statewide planning for libraries.

E. The ILR staff has maintained a close awareness of the research work done in the UC and other libraries, and in other related research facilities such as the Stanford Research Institute. Discussions have been held with the objective of identifying topics for mutual project activities.

I. INTRODUCTION

The Institute of Library Research is a statewide organized research unit of the University of California, established in 1963 and affiliated with the School of Librarianship at UC Berkeley and the School of Library Service at UCLA. The Institute of Library Research is one of the largest and most active research facilities in its field in the United States.

Since October 1971, ILR has been under the direction of Mr. Charles P. Bourne, who also holds the position of Professor-in-Residence in the School of Librarianship at the University of California, Berkeley. At the end of the last fiscal year, the activities of the UCLA branch were consolidated into the Berkeley branch so that as of July 1, 1973, all ILR activities were directed from the Berkeley office.

During this reporting period, continuing attention was given to the expansion of the University-wide Library Automation Program (ULAP) as an activity separated from, but closely coordinated with, ILR. This separation was made in order to help support the academic program and to take advantage of existing resources and facilities, while at the same time permitting ULAP to be more directly responsive to the University libraries. An organizational plan and structure was implemented at the beginning of this fiscal year in which ULAP was established as a separate Center, affiliated with the Institute and sharing the Institute's facilities, but with the ULAP Director reporting directly to the University's Vice President for Academic Affairs. The ULAP-related activities which are described in this report are only those in which ILR provided a direct supporting role by performing research studies. It is expected that ULAP will provide its own separate annual report for its activities.

One major change in the structure and content of the ILR annual report has been made this year in order to accommodate the requests from the Berkeley campus that certain information be included in the report in a prescribed manner to describe our goals, current programs, and future plans. Our report complies with that request.

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II. GOALS

ILR was established in 1963 as a statewide organized research unit, affiliated with the UC schools of librarianship at Berkeley and Los Angeles. The following objectives statement* from the initial proposal for the Institute is still a valid expression of our objectives:

PURPOSE: The Institute will conduct research into library and information problems, develop methods for the improvement of the UC and other library and information systems, and advance education for librarianship.

The long-term program of the Institute will be concerned with the basic problems of libraries and other information systems. Concurrently, short-term studies will be made of the immediate, pragmatic issues of the UC library system. In cooperation with the UC schools of librarianship, the Institute will provide opportunities for faculty and student research and for advanced or specialized post-graduate training for practicing librarians.

The nine campuses of the UC system will be the laboratory of the Institute. The multi-campus nature of this system, the varieties of libraries within it, and its overall size and strength make it a model from which solutions to national library problems may be extrapolated.

*Quoted from UNIVERSITY OF CALIFORNIA LIBRARY RESEARCH INSTITUTE, OUTLINE OF PROGRAM PLAN, mimeograph, November 17, 1964, prepared by Ray Swank and Robert Hayes, with the approval of the UC Library Council and ILR Advisory Committee.

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III. CURRENT PROGRAMS

A. COMPOSITION

The research studies pursued by ILR during this reporting period could be characterized as falling into these main topic areas:

- . library automation
- . system-wide overlap and utilization of UC library collections
- . UC library networks
- . library services to the disadvantaged.

The ILR work was concerned largely with University-wide problems and issues, rather than the solution of specific problems that are of interest to only a single campus.

Our work was supported both by University funds and by extramural funding. The projects that were active during this reporting period are described in summary form in the following section.

1. University-Supported Projects

a) Study of the Overlap and Utilization of UC Library Collections

Some of the questions frequently asked of the UC libraries are, "What is the overlap in library holdings between UC campuses? How much material is held uniquely or jointly by the UC libraries? And what use is made of this overlapped material?" With regard to books, this study attempted to obtain answers to these and other related questions for certain combinations of campuses. No prior studies had been made of the overlap of UC library collections.

A study was made under the direction of Dr. William Cooper of the faculty of the UCB School of Librarianship, with financial support from the President's Office, and utilizing graduate student from the UCB School of Librarianship. A carefully designed sampling plan was used to draw sample catalog records for books from the Berkeley library collection, and these records were then checked against the catalog records of each of the northern UC campuses (San Francisco, Davis, Santa Cruz). Data was recorded for each UCB catalog record on the other campuses. Given an estimated total title count for each campus, it was then possible to determine the extent of overlap between the Berkeley collection and the collections of each of the other northern campuses. Determinations were then made of the extent of material unique to Berkeley, or held at the other northern campuses and not at Berkeley. The result of this phase of the study was a set of estimates of the degree of overlap of monograph material in the northern UC campuses, from the point of

view of a possible northern regional network with Berkeley as the major resource library.

Once the overlapped titles had been identified, the next phase of the study was to identify the use made of those overlapped titles both at Berkeley and the other holding libraries, and the extent to which they were available for inter-library loan to other UC campuses. Circulation records were studied for each of these titles, and their individual use history for the northern campuses recorded both in a gross measure (HIGH, LOW, NO USE as defined by the State Auditors in their library studies), and in a more detailed measure. This use data was then summarized for each campus.

This same approach was repeated for the southern UC campuses, with a sample drawn from UCLA and searched against each of the southern campuses (Santa Barbara, Irvine, Riverside, San Diego). Availability and circulation data were also collected and analyzed for these combinations of campuses from the point of view of a possible southern regional network with UCLA as the major resource library. And finally, the UCLA sample was also searched at Berkeley to determine the extent of overlap and uniqueness between these two major libraries.

The results of this study have been incorporated into a report which is currently being prepared for submission to a major library journal, and is authored by Professor Cooper and two doctoral students of the UCB School of Librarianship, Don Thompson and Ken Weeks.

b) Pre-Acquisition Predictors of Book Use

Studies of major academic libraries often find instances in which some books on the shelves appear to have no recorded circulation transactions (i.e., they have no record of ever having been used). As a result, library administrators are periodically faced with the questions of "Why did you need to buy this book if it's never been used? Why don't you just buy the books that are going to get used?" One response often given to this type of question is, "We don't buy with an eye to circulation--we buy in order to build a research facility or resource for potential use by future scholars and researchers, just as you might invest in a linear accelerator or astronomical telescope in order to provide the facilities for research." Another response that might be given is, "Yes, we'd like to buy only the books that will get used, but we don't know how to do it!"

Both of these responses are related to questions regarding the value of a book. Should one measure the value of a book by the amount of money patrons are willing to pay for it? Or is the amount of use a better measure of a book's value? How do you measure amount of level of use: what, for example, does frequency of check-out really tell about book use? And how does one measure unrecorded in-house use? Moreover, there are certain collections (e.g., large academic or research collections) where frequency of check-out, or circulation volume, has little or nothing to do with book value.

If one allows that some notion of book value may be obtained from a study of circulation statistics, or that the amount of use a

book gets (as something to be estimated on the basis of its circulation history) can be taken as a measure of its value, then what is needed if book budgets are to be spent in such a way as to bring about the maximization of benefits to the community served by the collection, is some way of predicting circulation before the book is acquired.

This point is appreciated by the recent State of California Department of Finance report on "Library Cooperation: A Systems Approach to Inter-institutional Resource Utilization" [hereafter referred to as the Auditors' Report], which recommends that in a proposed network of libraries each member should purchase low-use material only in its area(s) of specialization. Clearly, such a notion presupposes a way of effectively predicting book use prior to acquisition.

This, then, was the purpose of this study: to attempt to develop a methodology for predicting book use in a large university library. The main difficulty with this problem is that whereas it might be possible to look at the circulation history of present items in your collection and make some fairly reliable predictions about their future use in your library, and it might be possible to fairly accurately predict the use history of some titles that were published some time ago and that you were considering for your acquisition, it would appear to be very difficult to predict the future use of a book that had just been announced by a publisher. This ability to reliably predict the patron interest in specific book titles is just the type of estimating that not even the publishers can do very effectively for their own titles.

For this study, an attempt was made to identify any clues or predictors about the books that might give some advance indication of the use history for a particular title, prior to the book's acquisition. Specifically, two hypotheses were to be tested: 1) that there are certain indicators which are particularly characteristic of high-use and no-use books; and 2) that these indicators could be used, at a stage prior to acquisition, to predict future book use.

A sample of approximately 500 books with a recorded circulation history were drawn from the UCB Main Library for analysis. The results of this preliminary study were not encouraging. The data did indicate, for example, a correlation between English language and high-use, and between non-English language and no-use; however there is still the question of which English language books to acquire. Four potentially good indicators of high use, in decreasing order of performance, were 1) major trade publisher, 2) English language, 3) University Press, and 4) multiple personal authorship. Two potentially good indicators of no-use were 1) non-English language and 2) bibliography, catalog, abstract, annual review, conference proceedings. However, we do not know how effective these indicators would be for any material beyond that which has already been pre-selected by the library selection and acquisition staff. Furthermore, if four of these six potentially good indicators were applied

(language indicator excepted), they would still correspond to only a small fraction (6 to 13%) of the collection as it is presently constituted.

A report by Ken Weeks, a doctoral student in the UCB School of Librarianship, has been distributed with the results of this preliminary study, and our impression at this time is that this is an area that could benefit by some additional and more detailed study.

c) University-wide Machine-Readable Library Patron Card

The Library Systems Project of the California State University and College system has been working on the implementation of circulation control at its 19 campuses as one of the first modules in its automation effort. Likewise, the University of California's Library Automation Program is interested in developing automated circulation control systems for the 9 campuses in the UC library system. UC and CSUS are both interested in finding solutions that are transferable to each of the campuses within their own systems. In addition, this common interest provides an important opportunity for cooperation between these two segments of the California System of Higher Education.

Intersegmental cooperation means, to a certain extent, intersegmental standardization. Specifically, in the area of automated circulation control, it means standardization of some specifications for transactor equipment, book cards, and library cards or patron badges. This study focused on the machine-readable library patron card.

The purpose of this study was to show how, in terms of patron badge or ID card requirements, the two systems relate to each other and to standards in the field; and to suggest a preliminary inter-campus and intersegmental standard for machine-readable library patron cards that might serve as a focal point for continuing discussion.

The first task was to identify the major design variables and to review, within this framework, a) the system requirements or specifications for both the UC and CSUC systems, b) particular campus requirements (necessary in the event that these were not developed consistently with the system-wide requirements), and c) national or industry-wide standards.

A report by Ken Weeks, a doctoral student in the UCB School of Librarianship, was distributed which summarizes what we currently know about a) UC and CSUC system requirements, and b) particular campus requirements. The report also summarizes the features of the proposed intersegmental machine-readable library patron card.

d) Uniform Slavic Transliteration Practices

Foreign language material, particularly in the languages less frequently used in this country, is generally the most difficult and most expensive material for libraries to process. It is also the

most difficult material for the patrons to use. Preliminary investigations on this study found, for example, that even on one campus, six different transliteration systems were being used by catalogers for the same Slavic language. This means that it would be possible for a catalog access point to appear in as many as six different places in the catalog, depending upon who did the cataloging. Entries for the word Tchaikovsky, for example, could appear under any or all of the following headings:

^v
Chaikovski

Chaykovskiy

^v
Cajkovskij

This study reviewed the transliteration practices used by UC catalogers for each of the Slavic languages and developed a new transliteration scheme that was universal enough to accommodate all of the major Slavic languages. A major report was prepared and distributed to describe the results of this effort by Borut Dekleva, a doctoral student of the UCB School of Librarianship.

e) Unobtrusive Measures of Performance of Library Document Delivery Systems

Most library managers are interested in keeping currently informed about the extent to which their library collection is meeting the interests of that library's constituency. An analysis of the recorded circulation figures can tell something about how the collection is being used, but there is no easy way to determine how many requests were not being met satisfactorily by the existing collection. This study was an effort to try to develop an unobtrusive evaluation technique that could be used to estimate how well the library met the document delivery needs (i.e., requests for copies of cited publications) of the campus users. The technique that was developed was one that could be used on a continuing basis, with no inconvenience or interruption of activities for either the patrons or the library staff members.

The technique that was developed was the analysis of the potential and actual availability of publications that were called to individuals' attention by the computer based current awareness (SDI) system of the Center for Information Service (CIS) that is operating as part of the UC University-wide Library Automation Program. Over 2000 individuals, on most of the UC campuses, are subscribers to this service. As part of their involvement in this service, each of the patrons has helped to develop a written statement of interest for at least part of their subject interest. These interest profile statements are encoded into machine-readable form and searched against the incoming tapes from the data base suppliers (e.g., the weekly tapes that correspond to the printed issues of Chemical Abstracts) and the data base citations that match these interest profiles are printed by the computer as personalized current awareness bibliographies to be sent to each participating individual. The majority

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of the citations supplied are relevant to the subject and research interests of that individual. Thus the total corpus of citations printed for the Berkeley SDI system subscribers are representative of the interests of that part of the campus population. The subscribers to this SDI service for each of the different data bases generally reflect different parts of the campus population.

If we determine the extent to which the publications cited in the personalized bibliographies are in fact potentially and actually available on the subscribers' campus, then we have a measure of the extent to which that campus fills the document delivery needs of its patrons. For this pilot test, a manual analysis was made of all of the 690 citations furnished on one printout tape to all of the regular Berkeley subscribers to the Biological Abstracts data base. A total of 89.7% of the citations were found to be potentially available on campus, and a total of 85% of these potentially available citations were in fact immediately available for use. This pilot analysis was done by a rather time-consuming manual procedure; however, plans have been made to obtain some of this information on a more regular and systematic basis by programming a test of the SDI output tapes for each campus after they are used to print the citations for the subscribers on each campus.

The important result of this study effort was the development of: 1) a means by which the collection development, reference, and other library personnel could find out how well their resources were meeting the needs of particular user groups; and 2) specific information (e.g., serial titles not held on each campus or by UC) that could be used to help improve document delivery service to particular user groups on each campus.

f) Use Status of Material Requested by CSUC Campuses on Interlibrary Loan From Berkeley

As part of a continuing study of the UC document delivery system, an analysis was made of the nature and status of material requested by California State University and Colleges (CSUC) campuses from the UC Berkeley Library on an interlibrary loan (ILL) basis. This question was raised in the context of the library analysis reports of the California State Audits Division. In those reports, the assumption was made that items requested by the CSUC campuses would be for "low use" or "no use" material at Berkeley.

There were a total of 1,252 interlibrary loan requests filled by Berkeley for 17 CSUC campuses in 1971-72. Two CSUC campuses (San Francisco, Hayward) are within a 50-mile radius of UCB and not eligible for interlibrary loan service according to UCB policy. A stratified random sample of 400 of these filled requests for monographs and monographic serials which circulated both at UCB and in the ILL system were analyzed by their recorded circulation history according to the Auditors' own use algorithm. With a 95% confidence interval, 52% to 62% of the filled requests for monographs and monographic serials from the CSUC campuses to UCB, the lending institu-

ion, were for materials in "high use" at UCB. Approximately 43% of the filled requests were for material published prior to 1930. More detailed information is included in a final report of the study. The study was done by Barbara Nozik, a doctoral student at the UCB School of Librarianship, as an individual study project, with additional support provided by ILR.

g) Subject Headings Used in a Major Catalog

Libraries are often accused of being out of date in the language used in the headings of the subject catalog (e.g., aerodromes instead of airports). This study was concerned with the development and testing of procedures to determine the extent to which a catalog's subject headings did reflect current terminology. The project was also concerned with the extent to which existing externally available files of subject headings in machine-readable form could be used to print subject heading guide cards for the library catalogs.

The catalog of the Main Library at UCB, which uses the Library of Congress subject headings, was used as the laboratory for this project. The published LC subject headings, and all of the supplemental change notices, were used as the authority files. Samples of the UCB catalog headings were checked against the LC authority lists, and notes made of the degree of match. The result of this test showed that this particular catalog was almost completely up to date in the use of the most current LC subject headings (only about 1% of the headings were out of date with the LC headings), and that about 40% of the subject headings for this catalog could be printed directly from available LC subject heading tapes onto guide cards and inserted directly into the catalog without modification. Aside from the specific test results, the study made the positive contribution of developing and testing the methodology for performing such a study.

This work was done primarily as individual and team study efforts by students of the UCB School of Librarianship, with additional support and direction provided by ILR. The summary results of this effort have been published in an ILR report.

h) Planning Information for Serials Cancellations

All of the UC libraries, and most of the rest of the academic libraries throughout this country, are faced with increasing budget pressures. With static or slightly increasing budgets, libraries are realizing a net decrease in their purchasing power. The acquisition budgets of most UC libraries have been under particularly severe financial pressure because a large percentage of these budgets (as high as 60-80% for some libraries) is for subscriptions to serial publications that have been increasing in subscription cost at a very high rate. This is particularly true of the foreign publications, in which case the budget is also impacted by the dollar devaluation with foreign exchange rates.

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The result of this pressure has been an increasing effort by the libraries to examine closely their current serial subscriptions to see which titles can be cancelled. Most of the easy decisions have already been made over the last several years (e.g., cancellations of some multiple copies of the same title), and the selection process is becoming more and more difficult to do on a rational basis. This project had as its objective the development of procedures and data that could assist libraries in their decision-making regarding the cancellation of serial subscriptions. In addition, much of the decision-making has been done on a local basis, with little coordination with other libraries in the UC system or in the same geographic area. This study developed a basis for making some of these selection decisions on a regional basis.

Several approaches are currently being used by the libraries to help identify candidate titles for cancellation. One approach is to use the local computer file of serials data to obtain special review listings such as serial titles held with . . . 9, 8, 7, . . . 2 subscriptions, or a list of serial titles in order of decreasing cost per subscription. Some libraries have distributed serials lists to their faculty members for voting on the relative importance (to that composite population) of individual titles.

This study worked to identify key indicators that might be helpful in making local decisions about each title. Examples of such indicators for a given title are language, extent of coverage by named abstracting or indexing services, extent of holdings of this title by libraries in this system or region, and frequency of recorded use in the holding libraries.

As a pilot test for this study, our effort was concentrated on non-English language health science serials. Our initial study collected data for 342 titles that were covered by Index Medicus. Figure 1 provides a sample of the type of data that was collected and reported for these titles. Even though this data was intended to be collected for test and demonstration purposes, this preliminary data was actually used as background information in a number of group discussions of UC library staff members who were making some joint decisions regarding serials cancellations.

The ready acceptance of this initial test data then triggered the collection and analysis of a significantly larger sample of titles. A project is currently in progress to collect and report the background information for approximately 900 foreign language health sciences serials. For this study, some additional indicators are being reported for each title, such as the number of times that the title was cited in other publications. Similar foreign language title lists have also been assembled by ILR for the subject fields of psychology and mathematics for subsequent data collections, and additional lists are planned for other subject areas.

It is expected that these reference reports will furnish solid background information that will be of great assistance to the

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Figure 1
Status of Selected Serial Holdings

Serial Title	Indexed or Abstracted By These Services	Extent of Holdings										Total Number of Current Subscriptions	Annual Subscription Fees	Average Cost Per Title	
		UCSF	UCB	UCD	UCI	UCLA	UCSD	Lane Stanford	Norris USC	CSUC Librarian					
Nordisk Veterinærmedicin	BA EM SCI			1-							1	15.95			
Tandlaegsbladet	EM	18-		71-		1-					3	10.50			
Ugeskrift for Læger	BA EM	127-		129-		81-	70-	19-			5	37.10			
HUNGARIAN															
Fogorvosi Szemle	EM	40-42 1947-49				55-					1	6.00			
Magyar Traumatologia, Ortopaedia es Helyreallito Sebeszet	EM						7-				1				
Morphologiai es Igazsagugyi Orvosi Szemle	EM										0				
Orvosi Hetilap	EM	103-				108-	104-				3	14.00			
JAPANESE															
Aterugi Japanese Journal of Allergy		9-				14-19	15-				2	16.00			
Eisei Shikenjo Hokoku Japan. National Institute of Hygienic Sciences. Bulletin											0				
Can no Rinsho Japanese Journal of Cancer Clinics							11-				1	18.00			
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Geka Chiryo Surgical Therapy											0				
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library staff members concerned with cooperative collection development efforts both within the UC system and beyond. As indicated by the sample page of data, consideration has been given to the resources and planning on a system-wide basis. Data is being reported in our current studies for the UC system, the 19-campus system of the California State University and Colleges System, the California Institutions of Higher Education, and the National Library of Medicine Region 11.

This work was started as an individual study project by Dorothy Gregor in the UCB School of Librarianship; she specialized in the health sciences serials; other students pursued the psychology and mathematics serials. Additional support was provided by ILR to continue and expand this work.

2. Extra-Mural Projects

a) Prison Library Problems and Needs

The U.S. Office of Education, Bureau of Libraries and Learning Resources, has provided support to ILR over the last two years to study the library and information problems of prison populations throughout the country. There are approximately one million people in prison in this country. These people comprise a clearly defined user group that has some special information needs (e.g., legal reference work) which were generally not being met.

In 1965 a national survey of library needs and resources in correctional institutions was made by a Joint Library Committee of the American Correctional Association (ACA) and the Association of Hospital and Institution Libraries (AHIL). The survey covered adult institutions under Federal and State jurisdictions. No nationwide study of library services in juvenile correctional institutions has been made. Findings of the 1965 study revealed that libraries in adult correctional institutions fell way below standards set by ACA. Of the 294 institutions polled, only 3 federal and 9 state administered institutions employed professionally trained librarians. Thirty-two others had full-time acting librarians (teachers, clerks, custodial officers). The remainder were operated by inmate clerks, with nominal supervision by educational directors or wardens. Collections were insufficient in size and poor in quality.

A more recent survey revealed little change. The greatest improvement was in the number of professionally qualified librarians employed; there were 58 in the 29 states responding. Collections remained poor. Where ACA Standards would require a minimum of 1,422,580 books of quality to serve the prison population from the states reporting, only 955,154 volumes were reported. These were described as old, outdated or unsuitable.

Since the 1965 survey, many new influences have been exerted upon the development of libraries in correctional institutions: the expanding concept of libraries to include a complete range of

audio-visual materials; the development of cooperative library systems and inter-library loan networks; the emerging consciousness of minority groups, cultures and traditions; the expansion of First Amendment rights through court decisions resulting in a mandate to provide access to legal reference materials; and the provision of new sources of federal funds through Library Services and Construction Act (LSCA), Law Enforcement Assistance Act (LEAA), and the Elementary and Secondary Education Act (ESEA).

The ILR study has been composed of several distinct efforts: 1) an in-depth exploration of the problems involved in providing library service in a correctional institution, 2) a study of the impact of Federal court decisions on the provision of legal reference materials in correctional libraries, 3) the gathering on a nationwide scale of information on present library programs and services in state-administered correctional institutions, and 4) the compilation of a bibliography on correctional library service. Our study was nationwide in scope, covering all institutions under federal and state control.

The results of the first effort, an exploration of the present service and systems, are summarized in one of the project reports. Data were gathered during on-site visits and discussions with inmates and staff in a variety of correctional institutions in each of 10 sample states.

A considerable effort was spent on the topic of access to legal reference material.

In this regard, there has been growing concern during the last decade that of the large number of persons who are arrested for crimes each year, a disproportionate share of those convicted and sentenced to prison are the poor who can afford neither to post bail nor to engage a personal attorney. Over-burdened public defenders and legal aid attorneys representing these persons are forced into a system of plea bargaining for their numerous clients rather than mounting a genuine defense. These practices are widespread. It has been said frequently that our courts could not function without them--that our entire criminal justice system would be overwhelmed by the numbers of cases to be tried unless some compromise is made. Few states have established effective systems in which indigent prisoners can appeal such convictions or challenge conditions of their confinement. In nearly all situations, appeals to the court must be undertaken by the inmate personally with such assistance as he or she may be able to obtain from more knowledgeable fellow prisoners. If an appeal has merit, the court may assign an attorney to represent a prisoner, but initial steps in the suit must be carried out by the prisoner. To do this successfully often involves years of study and frequent false starts before the inmate can achieve sufficient expertise to plough through the complexities of legal procedure. Injustice is further compounded if he or she must put aside money from earnings of a few cents a day to purchase expensive law books.

These considerations led to the Federal Supreme Court decision [Younger v. Gilmore, 404 U.S. 15 (1971)] which upheld a lower court's definition of an inmate's right of access to legal reference materials as an extension of one's right of access to the courts. This decision also established a mandate for correctional agencies to provide prisoners in state correctional institutions with adequate legal counsel or adequate access to legal reference materials.

The ILR study compiled information on: 1) court decisions that related to the provision of library services in correctional institutions, and 2) the approach that various states have taken, for adult correctional institutions under state jurisdiction, to meet this mandate. The considerations under question in the original court case establish clearly that the resulting decision applies to these institutions; its application to those under Federal jurisdiction is less clear and may be determined by the courts in some future case. In some states, recent Federal District Court decisions have applied the Younger v. Gilmore decision to county jails, but to date no mandate has been established of national scope to provide indigent prisoners in county institutions with access to legal reference materials.

This particular report provides information which will be useful to attorneys, legislators, correctional administrators, librarians, and others who seek to provide improved access to legal reference materials and services to persons confined in correctional institutions.

Additional information about current practices in correctional libraries was collected during our state-by-state survey of prison library support. One of our project reports is a compilation of brief state-by-state descriptions of current library programs and services in state-administered correctional institutions, accompanied by related statistical data. Data were gathered from available published and unpublished documents, information provided by independent researchers, correspondence and telephone conversations with state library institutional consultants in each state.

Ms. Marjorie LeDonne was the project leader on this study, with some Research Assistant help from students of the UCB School of Librarianship. The study was done in cooperation with the American Correctional Association and the Association of Hospital and Institutional Libraries.

b) Survey of ERIC Tape Searching Systems

During the last several years, an increasing amount of use has been made of computer data bases of bibliographic data. The U.S. National Institutes of Education was particularly interested in finding out the extent and nature of use made of the computer tapes that are available on a regular subscription basis and correspond to the secondary reference publications, Research in Education and Current Index to Journals in Education. ILR was funded through a

subcontract to the ERIC Clearinghouse on Educational Technology at Stanford University to perform this study. Site visits and in-depth reviews were given to over 20 computer-based bibliographic search centers that utilize on-line tapes. A report was prepared that summarizes the results of this study.

Allan Humphrey was the project leader for this study.

c) Evaluation of On-Line Searching of ERIC Data Base

The on-line searching of bibliographic files is becoming a regular part of reference services in many libraries throughout this country. At this time there are an estimated 1,000 terminal installations in U.S. libraries or information centers that are used for on-line searching of bibliographic data bases that correspond to such sources as Chemical Abstracts, Engineering Index, and Government Reports Announcement. We see also the development and operation of several major on-line information utility services that furnish this service. The U.S. National Institutes of Education, as a sponsor of one of these on-line services, was interested in gathering more information about the factors that influence the productivity or efficiency of utilization of an on-line terminal, particularly for their system and data base. Part of their concern stemmed from the fact that empirical data indicated that some terminal installations on their system were consistently performing twice as many searches per hour as some other installations, even though the system, equipment, and many other factors appeared to be the same. This study was performed by ILR, under sub-contract to Lockheed Palo Alto Research Laboratory, to investigate the factors influencing the productivity of an on-line terminal, primarily for the ERIC system.

d) Planning for Catalog Record Conversion to Machine Files

The California State University and Colleges (CSUC) System has been planning the conversion of many of its catalog records from its 19 campus libraries into machine-readable form for use with computer-based circulation and system inventory programs. Support was provided to ILR by CSUC to assist in the planning and conversion of these records, and to do some record conversion work on a pilot test effort. This work was done by staff members of the UC University-wide Library Automation Program, and will be reported by that group at a later date.

e) Supporting Studies for CIS

For several years, the National Science Foundation has supported a project at UC to design, implement, and test a multi-data base computer search system for current awareness (SDI) and retrospective searching services. During this reporting period this NSF project, the Center for Information Services (CIS), has been under the direction of Paul Miles of the UCLA Library. ILR has worked on a subcon-

tract basis to this project to perform several supporting studies.

One major aspect of ILR involvement has been to assist in the introduction of this service to the northern California UC and CSUC campuses. This included the ILR presentation of orientation meetings to potentially interested groups, and follow-up training meetings for new profile analysts. After the introductory sessions, further training was provided to prepare the librarians and profile analysts to do the detailed work of the query or profile formulation. This includes training in such things as specifics of the relevant machine data bases, the query language and strategy, and the CIS system and procedures. Such training sessions were run last year by Jo Robinson and held twice at Berkeley and once at CSU-San Francisco. Additional one-day and two-day sessions were also held at Berkeley to provide training on specific data bases.

An important and time-consuming part of the training is the subsequent ILR staff work done with the analysts, including a detailed review and audit of their first work to help them prepare and analyze their first trial searches or SDI profiles. At Berkeley, monthly CIS User Group Meetings were also instituted.

Jo Robinson has served as a regional consultant to the northern California librarians and profile analysts, on-call and answering specific questions regarding the CIS system or the data bases and search techniques. This has proven to be a very valuable service to users in this area, and will continue to be provided in the same manner.

As part of this study, ILR installed an on-line terminal on a trial basis to permit a more rapid entry of new profiles and profile changes, and for diagnostic testing of new profiles. This was done to help speed up the turnaround time for the service, and reduce some of the input backlog at CIS. Present plans call for ILR to continue to operate the terminal on behalf of any interested northern California profile analysts, especially for profile corrections, in order to speed up the service for their patrons. This ILR work was done without any supporting documentation regarding the on-line system or procedures, and with relatively little prior CIS experience. In this manner, ILR served as a pilot test for the many system changes and documentation requirements. This was of considerable help to CIS in their planning for on-line profile entry and maintenance procedures. This pilot testing effort will continue during the present year.

There have been a number of instances in which people interested in obtaining CIS services were not able to get the service through their own library. This was often because the library staff was not yet able to receive and process their requests. In those situations, ILR staff members worked directly with the user to process and handle the request. In the past year, this has happened for both UC and CSUC patrons, although the UC libraries are becoming increasingly able to handle most of the UC patrons. ILR has been the only north-

ern California facility to handle requests from the private sector, and some work was done for these users.

ILR has been active during the last two years in study efforts that were aimed at improving the efficiency or level of service of the CIS system.

A general concern has been to try to more closely couple the UC reference retrieval and document retrieval systems. One fruitful effort was the development of techniques to analyze the CIS output tapes in order to determine unobtrusively the extent to which the document delivery system (library holdings) supports the current research interests of the UC community. The results of this pilot study indicated that this could be a very helpful technique for evaluating library selection and acquisition policies.

A major sub-project during the past year, handled primarily by Clare You, a doctoral student of the UCB School of Librarianship, has been the planning and data collection effort to permit most of the CIS output citations to be printed with an annotation showing the location of the library that held that cited journal, as well as the library call number for that journal. In this way the patrons would usually be saved the effort of looking in the one or more library catalogs to see if a copy was available and to determine the appropriate call number. Furthermore, in the event that a cited journal was not held on the patron's campus, the citation would be printed with a statement of where that journal could be located--thus saving some additional work for the inter-library loan staff. A total of 1,396 high-yield titles were searched for each campus, keypunched with library location and call number information, proofread and corrected for use with the Chemical Abstracts and Biological Abstracts data bases (a total of 12,431 records). The complete lists of journals for the ERIC (578 titles), SSCI (736 titles) and CAIN (552 titles) data bases also went through the same process. A file maintenance program was written by Ken Renworth of the UCB Computer Sciences Department to build and maintain the files of location and call number information for each of the serial titles analyzed for each of the data bases and each of the campuses. Programs were written by CCN at Los Angeles to use these output tables, and test runs were made to obtain timing data.

One supporting task planned for the prior year but temporarily postponed was the development of a statistical analysis program. From the CIS output tapes, with all of the citations for the users on a given UC campus, this program would construct a frequency count of the number of times each serial title was cited for that campus' users and the extent to which the cited titles were available on campus or in the UC system. The data from these output tapes, taken periodically, would provide: 1) continuing empirical measures of the extent of document delivery support provided by each campus and by the UC system to different user interest groups on each campus; 2) specific recommendation for additional titles to be acquired for each campus; and 3) names of specific titles to be added to the lo-

cation-call number file for subsequent printouts. The development and operation of this statistical program is planned for the current year.

CIS presently has no mechanism for obtaining and reporting any systematic measures of its performance. This would seem to be a necessary feature to incorporate in any major production system. One of the doctoral students in the UCB School of Librarianship, Charles Martell, did some preliminary work to develop the criteria, procedures, and methodology for obtaining continuing CIS performance reports.

B. SPECIAL CHARACTERISTICS

When reviewing the ILR project activities, it should be clear to the reader that most of our library studies are University-wide in scope. The overlap, use, collection development, and other studies are all concerned with the entire University system and not restricted to particular campuses. By cooperative arrangements with the libraries and other units on all of the UC campuses, our staff members are able to collect data that is of interest to the individual campuses as well as the University as a whole. In addition to serving the interests of the entire University, the research results are generally transferrable and of interest to many other libraries throughout the country.

In viewing the Institute in a broader context, ILR is the largest and most productive library research facility of its kind in this country. It is a unique and valuable national resource and facility for the library field.

C. RELATIONSHIP OF ILR RESEARCH TO OTHER UC RESEARCH AND EXTRAMURAL RESEARCH

ILR maintains a close liaison with the research and development needs and activities of the University-wide Library Automation Program. As a result, both organizations benefit from each other's activities and experiences, and some joint use is made of special resources and facilities such as on-line terminals and special reference tools and data bases. Inquiries have been made and discussions held on a continuing basis with representatives of other UC groups, but no project activity has been identified yet that would lead to proposals for joint participation of ILR and other groups; however, we will continue to explore possibilities for ILR research involvement with other UC groups.

D. RELATIONSHIP TO THE ACADEMIC PROGRAM

One of the most distinguishing features of the ILR activities during this reporting period has been its support to the academic

program. This is one of our charter objectives and has been taken very seriously. This support has been in the form of assistance to instruction and assistance to students on an individual basis.

1. Support to Classes

With regard to the formal support to instruction, this has been accomplished in the following ways, primarily for the UCB School of Librarianship:

a) Classroom Instruction

The Director of ILR taught three courses in the UCB School of Librarianship during this reporting period (276, Library Automation; 274, Case Studies in Library Systems Analysis; 296, Design Seminar). Jo Robinson, Judy Todd, and Allan Humphrey also gave several guest lectures for courses on the Berkeley campus.

b) Provision of Special Computer-Related Support

ILR made arrangements to provide special computer programs and services to various classes for use by the students. Special on-line terminal facilities at ILR were also used by students as part of their regular course work. Examples of the support provided are:

Book Catalog Production. Each of the students of the L276 class keypunched input data and used a comprehensive series of ILR programs to collectively prepare a computer-based book catalog (with author-title, and subject sections). This class exercise provided the students with an appreciation for the techniques and problems associated with the use of a computer to prepare library catalogs. These special programs were run on the IBM 360 system at University Hall, with some help provided by ULAP staff members.

SDI. Each of the students of the L276 class prepared interest profiles for a computer-based current-awareness, or selective dissemination of information (SDI), system that is in operation at UCLA to provide this service on a university-wide basis. These search statements were run against such data bases as Chemical Abstracts, Condensates and the Current Index to Journals in Education, and the resulting computer-printed citations were judged for relevance to the profile statement. This exercise provided the students with an appreciation for the ways that computers can be used for library reference work. The profile entry work and checking was handled by ILR staff members.

- . On-Line Demonstrations. An on-line terminal system at ILR, connected to a nationwide network with multiple-data base file searching capability, was demonstrated to students in each of three different classes during this reporting period. Many of the students were given the opportunity to use the terminals themselves to run trial searches of various data bases. ILR was using the equipment and the searching service on a current extramural project, and was able to provide some very useful instructional support as an adjunct to the ILR research work. ILR staff members acted as teaching assistants to demonstrate the equipment and to monitor its use by the students.
- . Support for Student Programming. ILR also assisted in providing computer support for L275 (Data Processing for Libraries). The ILR support has included, for example, the handling of administrative and procedural arrangements associated with submitting jobs to the University Hall computer center, as well as providing daily courier runs to and from the computer facilities to test and run the students' programs.

2. Support to Faculty

a) Proposal Support

ILR provides assistance to Library School faculty members in their formulation and preparation of proposals for extramural support. This support includes such areas as editorial assistance for proposal writing, determining the proper format and required numbers of copies for particular funding agencies, preparation of accompanying budget estimates, typing and reproduction work, and clearance with various University offices. Assistance is also given in the determination of the appropriate funding source for a particular proposal and the transmission of the proposal to the funding agency. ILR is often involved also in initial discussions with the funding agency to help clarify or determine more acceptable work statements, schedules, and levels of support for the proposed work.

b) Computer-Based Reference Services

ILR's present participation in the Center for Information Services project at UCLA calls for ILR to develop and expand computer-based SDI services to the northern UC campuses. As part of that activity, ILR has worked with the faculty and doctoral students at the Library School to provide computer-based SDI services or retrospective searches, tailored to each individual, to assist in their personal research work. Each Library School faculty member has been contacted and invited to participate in these free services. A similar invitation has been extended to most of the Library School

doctoral students.

c) Host Organization for Visiting Scholars

ILR has acted as a host organization for visiting scholars, providing some office space and supporting services during their stay in Berkeley. These visitors have provided a useful exchange of information with some of the Library School faculty members.

d) Other Support

ILR has contributed a number of books and other publications to the Library School Library and continues to work with this library to help maintain a strong collection in several main areas of mutual interest. Numbered card decks have been prepared for Library School class problems on filing rules. ILR also prepared several technical exhibits for the display cases in the Library School Library.

3. Support to Individual Students

a) Professionally Relevant Part-Time and Summer Employment for Students

ILR has provided part-time and summer employment as Laboratory and Research Assistants for a large number of students, both from the School of Librarianship and from other departments. During this reporting period, 37 students (including 26 graduate students from the School of Librarianship) have been employed at Berkeley by ILR. A complete list of staff members is given in the Appendix to this report. A total of more than \$26,000 in salaries was paid to these students during this reporting period. Not only did this employment provide direct financial assistance to these students, but for most of them it also provided work experience directly related to their professional interests.

b) Source of Study Problems for Students

ILR is accessible to all students (whether employed by the Institute or not) as a source of real case study problems for class projects, individual study efforts, or doctoral dissertations. ILR staff members are available and are encouraged to work with these students in order to provide the necessary problem statements, information, materials, and other supporting resources.

Examples of some of the study projects in progress, under consideration, or completed by Berkeley students from ILR-furnished problem statements are listed below, along with the student names.

1. Dissertation Topics

- File searching strategies (for Ph.D. in Electrical Engineering. Arjun Aiyer.)

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- . Strategy for conversion of a large file of catalog data into machine-readable form (for D.B.S. in School of Librarianship. Ken Weeks.)
- . Pricing policies for computer-based reference services (for Ph.D. in School of Librarianship. Harriet Zais.)
- . Problems of uniform transliteration and representation of Slavic languages in machine language form (for Ph.D. in the School of Librarianship. Borut Dekleva.)
- 2. Individual Study (L299)
 - . Several students worked on problems provided by ILR.
- 3. Design Seminar (L296)
 - . Avoidance of acquisition of seldom-used books in a small academic library (R. Dean Galloway.)
- 4. Systems Analysis Course (L274)
 - . Planning for serials cancellations.
- 5. ILR Projects Worked on by Research Assistants or Laboratory Assistants
 - . Analysis of adequacy of UC campus library support to the present computer-based SDI system.
 - . Frequency of incidence and catalog filing rules considerations in use of initial articles in all major languages in UCUCS data base.
 - . Survey of library automation efforts.
 - . Support to the analysis and pre-processing of catalog records for UCUCS-2.

c) Doctoral Student Counseling

The Director of ILR served in the UCB School of Librarianship as the Chairman of the doctoral committee for 5 students, and as a member of the doctoral committee for 2 more students.

d) Literature Search Support

As mentioned earlier, ILR has worked with CIS to help introduce computer-based current awareness and retrospective literature searching services to faculty and staff of the northern UC campuses. As part of that activity, this service has been called to the attention of all of the doctoral students in the UCB School of Librarianship. Several profiles have been prepared and put into operation at UCLA for these students. Furthermore, many additional retrospective searches were run for individual students, using the ILR on-line searching services and facilities.

E. PUBLIC SERVICE

1. Publications

All of the major technical reports published by ILR have been given wide distribution so that they can benefit many other people outside of the university. Copies have also been placed in the major national depository collections. A list of all of the major ILR reports published during this reporting period is given on the back cover of this report. A summary list of all of the major ILR reports published to date by the Institute is given as an appendix to this report.

2. Intersegmental Cooperation

During the past year, ILR directed considerable effort to studies which could promote and facilitate cooperation between the library activities of several segments of the California System of Higher Education. This includes the University of California, the California State University and Colleges (CSUC) System, and the California State Library. These studies explored ways in which the libraries of these segments can work together to provide more effective service to the students, faculty, patrons, and staffs of these systems.

The ILR Director participated in a UC-CSUC joint task force which reviewed the status of existing programs and proposed new mechanisms for library coordination. Existing coordination, including inter-campus loans, computer program exchanges, and computer workshops were discussed and reviewed in these meetings. Several of the ILR projects described earlier were focused on intersegmental concerns.

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IV. FUTURE PLANS

A. MEETING ACADEMIC NEEDS OF THE UNIVERSITY

All of the kinds of academic support activities presently provided by ILR and described in the previous section are expected to be continued. Additional support is planned primarily in the area of laboratory and instructional support to on-line computer-based bibliographic services. This includes such aspects as:

- . terminal access to several nationwide on-line bibliographic data bases
- . terminal access to several regional on-line library networks and catalog files
- . terminal access to several in-house library systems for technical processing applications
- . terminal access for one or more on-line self-instruction systems related to library automation
- . development of special demonstrations and instructional exercises for classroom support
- . provision of on-line data bases and services as a research facility for use by interested faculty members and students.

This ILR on-line laboratory, with its facilities and supporting staff expertise, is a unique and valuable resource for instruction and research, and is not available anywhere else in the University in this form and extent.

B. RESPONDING APPROPRIATELY TO PUBLIC NEEDS

The ILR staff tries to maintain an awareness and appreciation of public needs, and tries to keep these needs in mind while choosing and doing our projects. Our extensive study last year of prison library problems was a good example of research directed to the public needs.

C. MAINTAINING AND IMPROVING EXCELLENCE

The excellence of our work has always been of utmost concern to us. We are continually striving to maintain and improve the quality of our work. In that regard, we have made use of faculty reviews and outside consultants to review our work.

D. CHANGING SIZE OR SCOPE OF UNIT

With the establishment of the University-wide Library Automation Program (ULAP), and the appointment of its new Director, much of the project work that formerly was handled by ILR has now been transferred out of ILR. All future University-wide library automation efforts of a production or service nature will be handled by ULAP. However, it is expected that ILR will continue to provide some assistance to ULAP, on a sub-contract basis, on studies that are primarily research in nature. The net result of this organizational change is that ILR will be doing less work in the area of library automation.

ILR has encountered increasing difficulty in obtaining research support from the more traditional federal sources of research funds. Some of the prior sources of federal support have in fact stopped all R&D funding, and other sources have had their budgets reduced significantly. The net effect here is an increasingly difficult, but not impossible, situation with regard to federal research support.

Some additional UC funds and state funds have been received during this reporting period for studies relating to the UC library system and statewide planning for libraries. It is expected that increased funding will be available in the future for these areas of study.

The summary effect of all of these changes is an expectation that ILR will continue at a reduced but stable level of effort for the next several years. It is expected that the scope of activities will remain essentially the same as they are now.

E. RELATING TO RESEARCH ACTIVITY OUTSIDE THE UNIT

The ILR staff has maintained a close awareness of the research work done in the UC and other libraries, and in other related research facilities such as the Stanford Research Institute. Discussions have been held with other UC faculty members with the objective of identifying topics for mutual project activities. The ILR Director also serves on the advisory boards for several research projects in organizations outside of the university, and this provides additional information about research activities outside of the Institute.

APPENDIX A

ILR STAFF MEMBERS FOR THIS REPORTING PERIOD

Director

Charles P. Bourne

Specialist

Allan Humphrey

Assistant Specialists

Marjorie LeDonne
Jo Robinson

Administrative Assistant

Bonnie Shaw

Principal Clerk

Rhozalyn Perkins

Secretary

Rachel Meserve

Junior Specialist

Ken Weeks

Researcher (UCB Professor)

William S. Cooper

Editorial Assistant

John Thelin

Senior Typist Clerks

Nancy Barnes
Gretchen Broadbent
Linda Gregory
Susan Jacobson
Gratia Taylor

Keypunch Operator

Chrysa Caulfield

Odd Jobber

Clayton Perdue
Neil Thomason

Consultant

Pauline Atherton

Research Assistants--Doctoral and
6th Year Certificate Students

Paul Huizinga
R. Charles Martell
Kitty Shek
Donald Thompson
Judy Todd
Claire You

Research Assistants--M.L.S. Students

Mary Bassing
Elizabeth Guillaumin
Patiala Khoury
Connie Matzen
Judy Welge

Laboratory Assistants--M.L.S.
Students

David Christiano
Joan Ennis
Ragnhild Fougner
Ronald Heckart
Howard Levitt
Kathy McLaughlin
Edward Newman
Marion Peters
Dale Reed
Ken Renworth
Jane Scantlebury
Deborah Sommer
Mike Sullivan
Mark Welge

Laboratory Assistants--Other UC
Students

David Garza* Andrea Levitt
Scott Fisher Thomas Tolmasoff*
Robert Fried
Christine Keyser *Work Study

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APPENDIX B

BIBLIOGRAPHY OF ILR REPORTS

This bibliography is a summary cumulation of all of the major reports published by ILR since its establishment in 1963. The books, journal articles, and other publications of ILR staff members are not included in this listing.

Most of these reports are out of print. However, copies of many of them can be obtained in hard copy or microfiche form from the ERIC Document Reproduction Service (almost any report with an ED- number) or from the U.S. Department of Commerce, National Technical Information Service (any report with a PB- number). Copies of most of the reports are also available for use at the UC Libraries at Los Angeles or Berkeley.

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